



# FACILITIES MANAGEMENT NEWS

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*Discussing service is more and more important for us. With the intense competition for students each year at colleges and universities, every encounter with a prospective student should be looked upon as a service opportunity. The value of each Facilities Management member is accentuated in our role as ambassadors for the Admissions department. What is remembered most and noticed most by customers are the encounters that go beyond the usual.*

*Facilities Management is in the service industry. We are measured on the value we bring to the customer. The customer may be another member of the Facilities Management team; a student; a staff person; a faculty member; a campus visitor; a prospective student; a campus guest: you get the idea that every encounter is with a customer. What is our value? Here are some indicators.*

- *Need to repeat a job because it was not done well the first time. We should always display good workmanship accomplishing the full task presented to us.*
- *Change order rate. We should understand the scope of work completely. We should ask the right questions to understand what the customer wants.*
- *Breakdown rate. Within the resources available to us we should maintain the equipment so breakdowns are minimized to an acceptable level for the age and use of the given piece of equipment.*
- *Training level. Facilities Management team members should be trained in the technical aspect of their respective job and also receive safety training, customer service training and personal growth opportunities.*
- *Deferred Maintenance. While the University recognizes that there is a large amount of deferred maintenance, we need to continually assess and report the needs.*

*Service that was once considered okay is no longer acceptable. The diverse demographics in higher education have changed and continue to change rapidly. Young people from many cultures are associated with the University and along with them come a wide range of expectations. We are accountable to each of the populace and can deliver the service needed by each when we know them and we work at quality service delivery.*

*I noticed this at my bank and want to share it with you.*

**S**trive to provide great service each day  
**E**xcel in every task and project  
**R**espect the difference of others  
**V**alue the opinion of our teammates  
**I**nspire people with your caring attitude  
**C**ommit to always giving your best  
**E**xceed expectations - go above and beyond

*Your good work is noticed. And appreciate. Together, we can deliver a quality service product. Work together safely and as a team. The job will be much more fun and rewarding and the people to whom we provide service will remember the good work you have done.*

*Thanks for all you are doing!*

*Lennis*

# Project Updates

- ▶ The Harper Center is on track to be occupied in July. We will start hiring additional staff in a few weeks. Teresa Bohnet and team will be very busy with the move-in. People in buildings like Brandies that will be vacated will soon, if not already, begin to notice the inconvenience of packed boxes and an increase in trash and recycling materials.
- ▶ Hawkins Construction is a few weeks away from starting the Ryan Athletics Center construction. Parking near the Jelinek Bldg will become more difficult with the construction activates.
- ▶ The City has contracted Hawkins Construction to accomplish the sewer separation project. Hawkins will start in about a week on Webster somewhere east of 16<sup>th</sup> Street and remove all of Webster Street from 16<sup>th</sup> to 20<sup>th</sup> Streets before turning north on 20<sup>th</sup> to Cuming. The project is expected to continue into November and when done, Webster Street will become a pedestrian mall from 17<sup>th</sup> to 20<sup>th</sup> Street.
- ▶ Creighton Hall lower level space formally occupied by University Relations will be remodeled and become the new home for the English Department. The new occupants are scheduled to take up residency in late July.
- ▶ EMS in Kellom Knolls will be expanded and remodel starting in July after Student Health is relocated to the Harper Center.
- ▶ Jessica Heller and Dave Feder are working with Connie Shonka on a project to create a nature garden for the Child Development Center. The project will start teaching sustainability to the very young.
- ▶ Sixth floor remodel of the Criss and Beirne Tower is progressing well. When done, the space will be equipped with redundant heating, cooling, and electricity. Dan Josoff has been very busy managing this project.
- ▶ The Stereotactic Surgery Center destined to be constructed south of the Cardiac Center west of 30<sup>th</sup> Street is in the early stages of design. The new structure when completed next summer will house very sophisticated computerized surgery equipment that will be utilized to tactically remove tumors from organs.
- ▶ The new home for Public Safety and Shuttle Services will be designed by Leo A Daly. The building will be constructed east of 24<sup>th</sup> Street and north of Burt in the parking lot. The project could be completed for occupancy in late 2009.
- ▶ Brandies Hall will remain the home of food service after the Harper Center opens. The space now used by the bookstore will become a lab for the Pharmacy Department. The lab will be used on a temporary basis until better space can be constructed at some point into the future. The space on 1<sup>st</sup> floor and 2<sup>nd</sup> floor that will be vacated will remain empty and used for swing space for offices and other functions when the need arises.
- ▶ Nick Mascio is working on bringing the design for remodeling the County Bldg on Burt Street into the new home for the occupants of the current Pittman Bldg. The present Pittman Bldg will be demolished and the land used for parking.
- ▶ Lou Marcuccio and Dan Josoff are working up a project to demolish the Modern Equipment bldgs. Modern Equipment will be moving to their new factory in late summer. The buildings they leave behind will be demolished in some cases and turned into storage in other cases.
- ▶ Part of the space vacated by the English Department in Hitchcock will be occupied by faculty from the College of Business Administration. The move will take place in August.



to our new employees that joined us during February, March and April .....

#### **Carpenter Shop:**

- **James Mueller** is new to the Carpenter Shop. He is married and has 3 children; Tasha 19, Tyler 16, and Megan 10. He spent 10 years in the US Air Force and 14 years working as a carpenter for Ponfinio General Inc, before joining us on April 14. He is working on the day shift, Tuesday-Saturday.

#### **Paint Shop:**

- **Michael Harding** is the first new Painter Facilities has hired since 1995. Michael worked 8 years as a painter for Metro Community College before joining us on April 15. He is single and enjoys working on his house and land.

#### **Planning/Design:**

- **Brady Langgard** begins working full-time on May 12, temporarily replacing Chris Casey as a CAD operator. Brady has been working in Planning/Design as an intern for the past few months. He graduates from Iowa Western Community College on May 17 with 2 Associates Degrees, one in Architectural Engineering Technologies and one in Civil Engineering Technologies.



**'CAUSE I'M NEVER GONNA STOP THE RAIN BY COMPLAININ'**  
From Jessica Heller

We've been fortunate enough to have a few good rains already this spring. All of the water that's coming off our roofs and gushing from our downspouts has to go somewhere, so why not create a rain garden? A rain garden is not a pond or a wetland, but rather an area that is typically dry and temporarily holds runoff from impervious surfaces like roofs, patios, and driveways after a rain. A rain garden allows this water to percolate slowly into the soil instead of rushing into storm sewers. This ultimately reduces the effects of flooding and surface water pollution.

So how do you know if a rain garden is right for your yard? The first step is to determine the infiltration rate of your soil. This can easily be done by digging a hole 6 inches deep and filling it with water; if the water drains in less than 24 hours, the soil is suitable. Keep in mind that soil type may vary dramatically from one location to another even within the same yard, so if at first you don't succeed...

The University of Nebraska-Lincoln Extension has authored a series of publications on rain gardens that cover everything from design to installation to plant selection. If you'd like to learn more, you can view and print them by visiting <http://extensionhorticulture.unl.edu/> and searching for publications G1758, G1759, and G1760.



## Creighton Blue Going Green

Have you heard? Custodial Services is “going green” with our chemical inventory by changing over to certified green seal products. This change will be completed by August 1<sup>st</sup>. Green cleaners are not only safer and healthier to use, but they are environmentally friendly and good for our internal customers well being. The Harper Center will be “green” from the beginning with our cleaners, hand soaps and equipment.

If you have any questions about green cleaning or green products, please contact Matt McKenzie. We are very excited to be introducing this to the University and hope you will be too. Stay tuned for more information as we get closer to a new beginning for Custodial Services.

### SURVEY RESULTS

On February 29, a survey form was distributed to all Facilities Management employees concerning personal health and fitness. 43 surveys were returned....

| <u>Wellness Program</u>                        | <u># participated</u> |
|--|-----------------------|
| Get Produce! .....                             | 2                     |
| H2O for your Health .....                      | 1                     |
| Best of Braska .....                           | 0                     |
| Walk 100 University .....                      | 6                     |
| PEAK .....                                     | 1                     |
| BP Squad .....                                 | 6                     |
| Healthy Luncheons .....                        | 11                    |
| Cardiac Center's Heart Healthy Luncheons ..... | 1                     |

Are you a tobacco user?

9 Yes 34 No

If yes, did you (or are you planning to) take part in the “Commit to Quit” program?

4 Yes 4 No (1 Maybe)

Would you attend a Wellness class held in the Jelinek Building?

22 Yes 21 No

If yes, would you prefer the class to be held?

21 During work hours

1 After work hours

0 Before work hours

The cost of an individual employee yearly membership to the Kiewit Fitness Center is \$280.00 per year. If the University would pay \$100 would you be willing to pay the additional \$180.00? (Note: Use of the fitness center must be done on your own time).

8 Yes 35 No

The new Harper Center will also house a fitness center; however, we do not know what the cost will be to use this facility. If the University would pay some of the cost, would you be willing to pay the additional cost? (Note: Use of the fitness center must be done on your own time).

10 Yes 33 No

**Thank you for your input. Obtaining employee access to KFC at a reduced rate is still under consideration and discussions are continuing with Human Resources and KFC management.**



## **News from Planning and Design: Fran Angeroth**

Planning and Design continues working on many projects across the campus both inside and out that will impact some of you. To name just a few:

- Creighton Hall has received two new sets of front doors and all the rails and iron work is in place. Stop by and take a look, we think it is a great improvement.
- The animal resource facilities on the 6<sup>th</sup> floor of the Criss's have completed a great deal of work. But the arrival and placement of a new autoclave and cage washer could be fun to watch as the crane moves in to lift the equipment into the hole that will be cut in the roof.
- The Old Gym Data Center has met many serious milestones ~ the next one is May 12<sup>th</sup> with a one hour power outage for the campus from 5:00 to 6:00 p.m.
- Law School roof work is two weeks into the project. The wet spring is providing challenges.
- Wareham Building (formerly O'Keefe building on 16<sup>th</sup> Street) is now fully occupied. Welcome Creighton Medical Associates to the East end of campus.
- Heider Hall and Kiewit Hall will both get new elevators starting right after Special Olympics.
- Brandeis Hall is scheduled to get a new roof this summer, so look for that work to begin late May or early June.
- Dundee Clinic is on schedule for opening after July 4<sup>th</sup>.
- Old Market Clinic expansion is in the final design phase.

The pace of the work needing to be done does not slow, so we continue to ask for your patience and cooperation as we work in your spaces and out on the campus.

Chris Casey is still serving in the National Guard but we will welcome Brady Langgard onboard full time on May 12<sup>th</sup>. Brady has been an intern from Iowa Western Community College for the last few months and will be graduating on May 17<sup>th</sup>. Please welcome Brady to Facilities.



### **On-Call Procedures for After Hour Emergencies**

Facilities Management has recently incorporated a new On-Call procedure that will benefit both Facilities and Public Safety. This new procedure consists of weekly updates of On-Call personnel as well as specifying the types of incidents that would be considered emergencies and whom to call when you have an emergency that needs immediate assistance. Our overall goal was to create a procedure that will be simple and easily understood by all Facility employees as well as the Public Safety dispatch officer.



## CU Wellness Program

May is High Blood Pressure Education Month....

Blood pressure is known as the silent killer because it can be doing damage for many years without being detected. One out of two people has higher than normal or recommended blood pressure. ***Do YOU know what your blood pressure is?***

Losing weight, exercising and eating fruits and vegetables and other plant based foods such as legumes are protective against high blood pressure. Reducing sodium in the diet can also be beneficial in lowering blood pressure.

So, you say, *"I never salt my foods at the table!"* Well, that is admirable; however, that is only a part of the problem. Sodium is found in many places, primarily in packaged and processed foods and foods that are prepared for you when you eat away from home.

How much sodium do we need? No more than 2400 mg per day (a little more than a teaspoon...) and, most of us need less but the majority of Americans take in way more.

How do you know how much sodium is in foods? Start reading the food label. It will list the amount of sodium in milligrams per serving of that food. So, you also have to look at the package and know what constitutes as serving and then do the math.

### Top Tips for Getting Sodium Out of Your Diet

1. **Avoid processed foods as much as possible.** Products that come in boxes, packages, and cans are designed for a long shelf life and are the number-one source of salt in our diets.
2. **Think fresh and natural.** Nature designed foods that are perfect for us – low in sodium but otherwise filled with nutrients.
3. **Make foods come alive by trying a salt alternative,** i.e. Mrs. Dash, garlic or other seasoning powders and spices.
4. **Eliminate, or at least reduce,** the amount of salt used in cooking.
5. **Become a consumer-savvy food detective.** Seek out products that are low in sodium or have no salt added.
6. **Use naturally salty foods like unprocessed cheese and reduced sodium tamari in small amounts.** A little goes a long way.
7. **Emphasize the K factor at every meal.** K is the symbol for potassium, a mineral that counteracts the effects of too much sodium in the diet. Where to get potassium? Fruits and Veggies are the best choice. Load up!

Learn to enjoy the taste of foods as they are, without any added salt. If you lessen salt in your diet gradually, you'll be amazed to find that foods you ate regularly a month or two ago suddenly seem much too salty. Even more encouraging, you'll find that natural foods that seemed bland before are really delicious! If you have questions about reading foods labels or want to learn more about nutrition, join the P.E.A.K. program. Call 280-5721 for information.



## Energy Management

This has been a long and cold winter season, but I think we've finally broken the grip and started into spring. With that in mind, we are in the transition period where we will be switching from the winter to summer HVAC settings by turning off the heating systems and turning on the cooling systems. During this time we ask that you please be patient as this is a long and complicated process that doesn't happen over night. Many things have to happen both in the buildings and with the controls systems settings. You may experience a wide variance in temperatures, as much as 15 deg. F. or more.

For the last few months the Energy Management Department has gone back to school, and our training is about complete. This has been invaluable to the way we are now operating the campus heating and air conditioning systems and should pay off with noticeable energy savings.

## Innovative Team

The Innovative Team is currently looking for new members. If you feel you might be able to contribute with some creative ideas to improve daily operations and communications within Facilities Management, then contact Jessica Heller, Mary Duda, Dave Feder, Dennis Graskowiak or Mariah Starling.

The Innovative Team is starting to look at ideas regarding sustainability on campus. We have recently completed writing a campus wide survey that will be used to obtain feed back on how Facilities Management can better serve the campus. We have also looked at noise and air pollution issues caused by the use of backpack blowers on campus. The innovative team has proposed the use of low noise and low emission backpack blowers as well as reviewing the usage policy for blowers.

In the past 2 years we have implemented the Facilities Management business cards that workers can give to customers when they are requesting work. This makes it easier for the customers to contact Facilities Management and submit work orders when needed. We have also reviewed vehicle maintenance and usage, trash receptacles and many other issues that relates to the daily operations of Facilities Management.

The Innovative Team is always looking for ideas that can improve our jobs and workplace. Please contact an Innovative Team member with your suggestions:

### **Innovative Team Members**

Mary Duda

Dave Feder

Dennis Graskowiak

Mariah Starling

Jessica Heller

**SERVICE:**

While I wrote you earlier, I am deeply grateful for the Creighton community's response to the "Project Homeless Connect." Some 600 volunteers (381 from Creighton) greeted and served 300 homeless people from the greater Omaha community. It was an extraordinary expression of our solidarity with the needy in our community. As Mayor Fahey noted: "This day at Creighton was the single most important event to address homelessness in Omaha." So be it. Thank you.

**BEST PLACES TO WORK:**

Last year, I made a commitment to the University to be among the best workplaces in Omaha. As a result of the 2007 "Best Places to Work" survey responses and feedback received in subsequent employee focus groups, action teams have been organized to address two areas identified for improvement: communication and valuing of employees. Jeff Branstetter of Human Resources is coordinating the initiative, with the communication action team led by Kim Manning and Deborah Daley and the valuing of employees action team led by Kathy Custard and Bill Hill. The action teams represent every area of the University and will regularly report the strategies and progress designed to help make Creighton a preferred place to work.

**RETIREMENT PLAN PROJECT:**

The University's retirement plan project is progressing well. A committee of elected and appointed University representatives has made significant progress in meeting new retirement plan regulatory requirements, enhancing plan design and defining a core investment fund line up. Campus town hall meetings will be held in late April and early May to share progress.

**CONSTRUCTION:**

The city's combined sewer separation project is already noticeably impacting life on the east side of campus. To give you an idea of the magnitude of this project, the work currently being done along Webster and Burt Streets is actually just in preparation for the real project, which will get under way in a few short weeks and create much larger impacts that are expected to last through November. The work planned for 2008 will shut down Webster Street from 16th to 20th Streets, then 20th Street from Webster to Cuming Streets for various periods of the year. Suffice it to say, it will be tough getting around that part of campus throughout the project. We will continue to work with the city to minimize the impact on campus wherever possible and pass along updates and work schedules as we get them. The next phase of the sewer project is presently scheduled to move to Cuming Street from 20th to 27th during most of 2009.

The state continues bridge replacements related to its I-480/Highway 75 interchange reconstruction project. This work will continue for several years, with periodic impacts to travel on 24th, Burt and Cuming Streets. Information will be passed along as it is provided to us.



The California Street Pedestrian Mall received the **2007 Merit Award for Design** in recognition of outstanding professional achievement from the American Society of Landscape Architects – [kudos to the Facilities Management team.](#)

**HARPER CENTER:**

The Harper Center project progresses quickly each day as the July occupancy date approaches. Several suites in the building are done and ready for final inspection. Exterior brick and roof work will be nearly completed in three weeks. The long awaited roof spire for the southwest corner of the building will be arriving in early May. The voice/data and technology piece of the infrastructure has a targeted completion of mid-May so the Certificate of Occupancy can be awarded by the city. The landscaping, California Mall and Webster Street Mall portions of the project are ramping up and should be substantially completed when occupancy commences in July.

***....More campus news:***

On Monday May 12, 2008 at 5 p.m., there will be a brief power outage to most of the buildings on the main campus. The outage, which is expected to last about one hour, is part of the campus Data Center project, which is critical for the University's technology infrastructure.

# **Environmental Health and Safety: John Baxter**

## **Why should you put the effort into workplace safety and health?**

Work injuries and illnesses can affect every aspect of life for you and your family. Working safe in the first place is always easier than recovering from an injury!

For workers, injuries or illnesses can cause:

- Loss of life,
- Pain and suffering,
- Loss of income and financial well-being,
- Stress on relationships,
- Loss of job or career,
- Health-care costs beyond what is covered by insurance.

If you are injured on the job you may also suffer loss of independence, mental health problems, other medical problems, and damaged relationships.

**Working safe will always be for your benefit!**



**Wash up for good health.** Frequent hand washing is the #1 way to prevent colds and flu. The key is to wash long enough. Experts say to rub hands with soap and water for at least 15 seconds, about as long as it takes to sing the “Happy Birthday” song. Keep Hand Sanitizer close by for when soap and water isn’t handy.

*Happy  
Mother's  
Day!*



**Sunday, May 11**

## *Upcoming University Holidays*



**Memorial Day  
Monday, May 26**



**Independence Day  
Friday, July 4**

# Help pass the word.....

Facilities is having an Open House on May 15  
to hire for various new jobs for the Harper Center



Facilities Management  
723 N. 18<sup>th</sup> Street  
(Corner of 18<sup>th</sup> & Burt)

Thursday, May 15, 2008  
4:00 – 6:00 p.m.

- Custodians
- Lead Custodian
- Custodial Supervisor
- Energy Control Technician
- Energy Conservation Monitor

#### Current Open Positions:

- Lead Maintenance Engineer
- Engineer II
- Ground Crew Laborer
- Carpenter
- Painter I

Complete on-line applications  
On-site interviews

# Opps!

## 3 Ways to Flip Failure



- 1. Label the mistake, not yourself.** If your first reaction to a mistake or setback is “How could I let this happen? I never do anything right” or something similar, smarten up your self-talk. Recognize that we all make mistakes and live through setbacks. (*Did you know that Abraham Lincoln lost 7 elections to public office before he became president?*) The good thing about mistakes is they can influence you in positive ways.
- 2. Make amends.** If your failure negatively affected someone else, apologize and offer to make it right. Good relationships, both professional and personal can weather setbacks and often are strengthened as a result.
- 3. Plan for next time.** Rather than dwelling on what happened, use your failure as a jumping-off point for improvements in systems, communication, work habits, training or relationships.

*Optimism pays off.* Studies show that optimists use more active and solution-focused strategies for dealing with failure. Look on the bright side, and you’ll learn to take failure in stride.